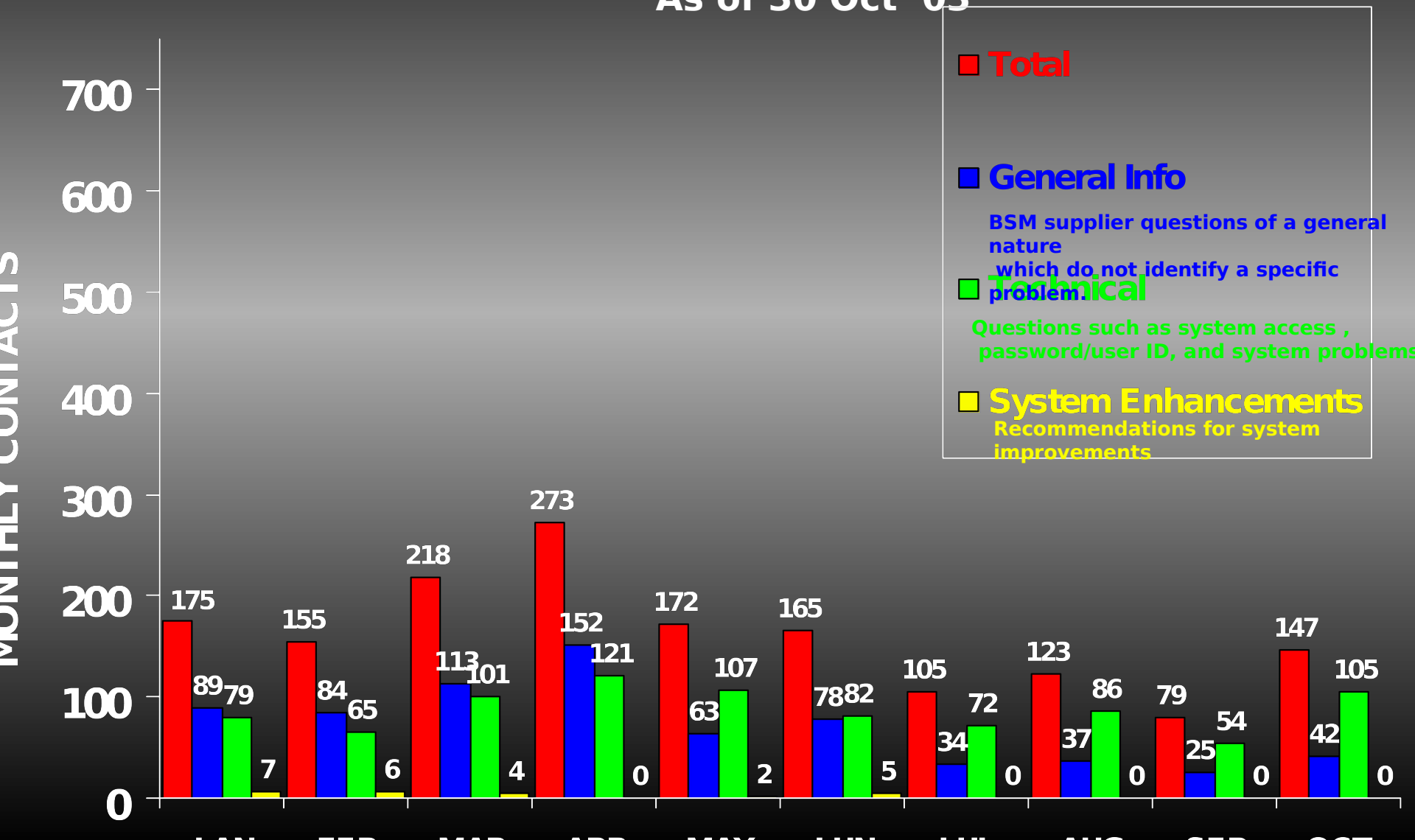
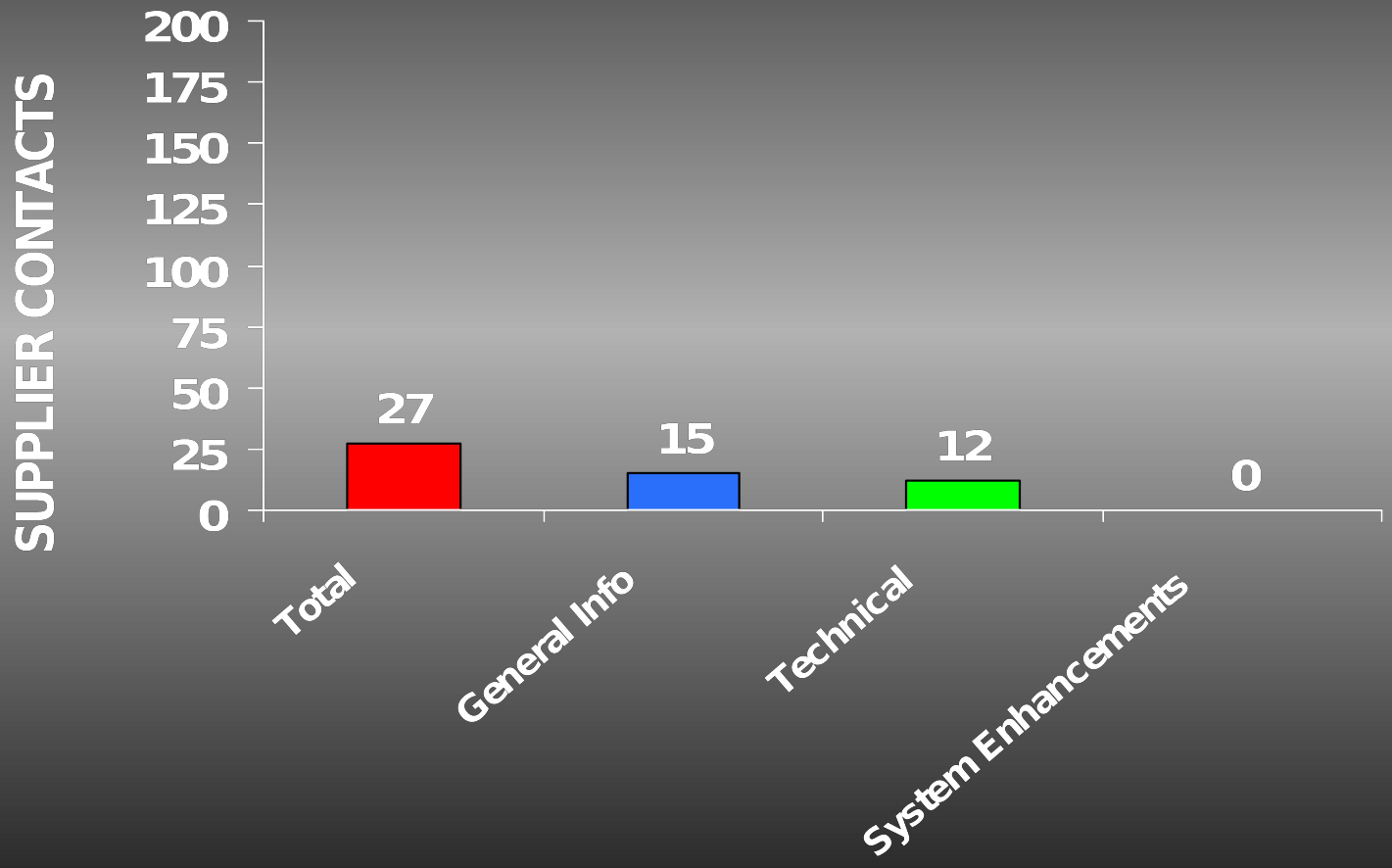
SRweb RELATED CONTACTS

As of 30 Oct 03



SRweb RELATED CONTACTS

WEEK OF 24 - 30 Oct 03



Total

General Info

BSM supplier questions of a general nature which do not identify a specific problem.

Technical

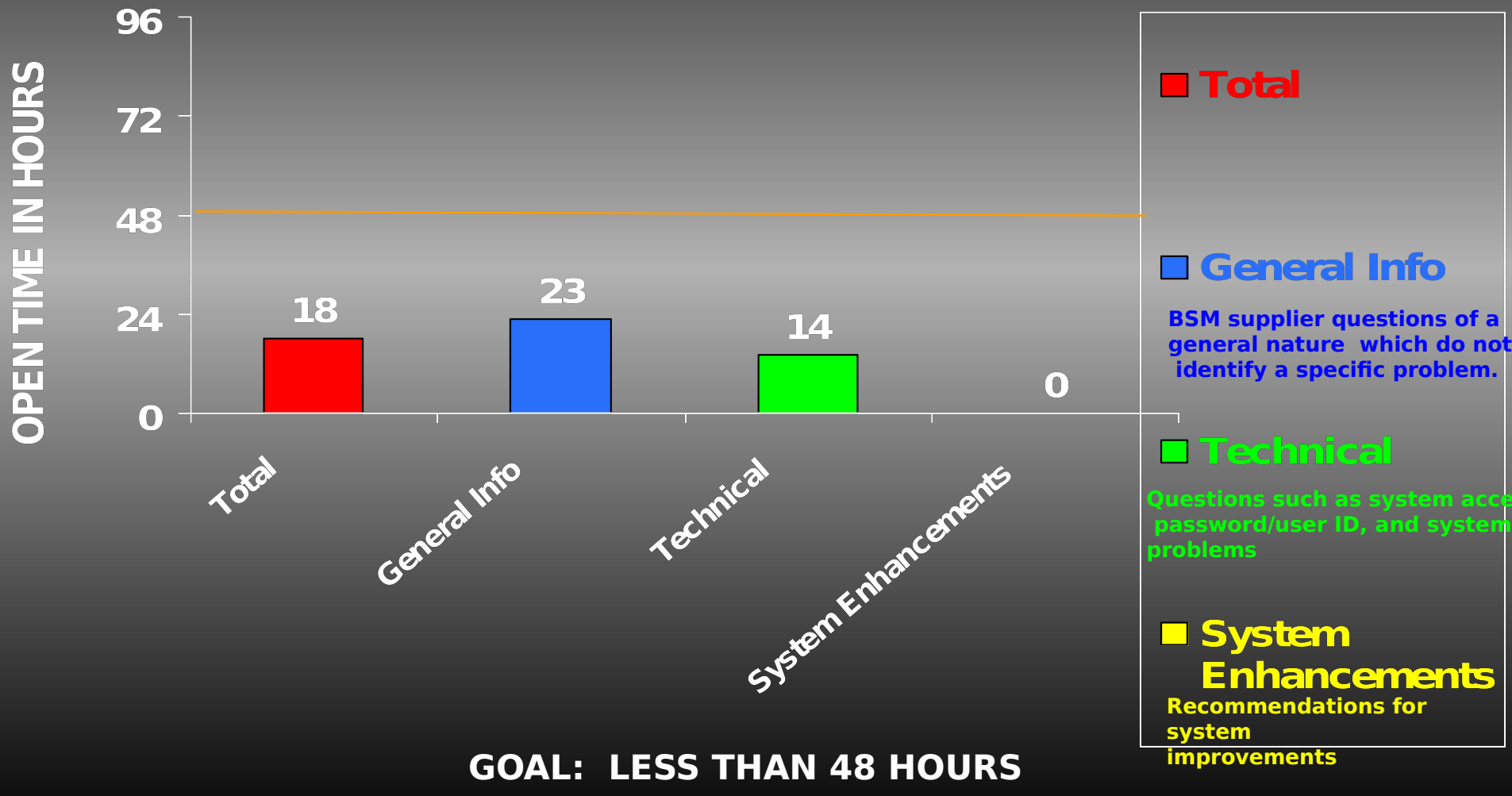
Questions such as system acce password/user ID, and system problems

System Enhancements

Recommendations for system improvements

SRweb ISSUES

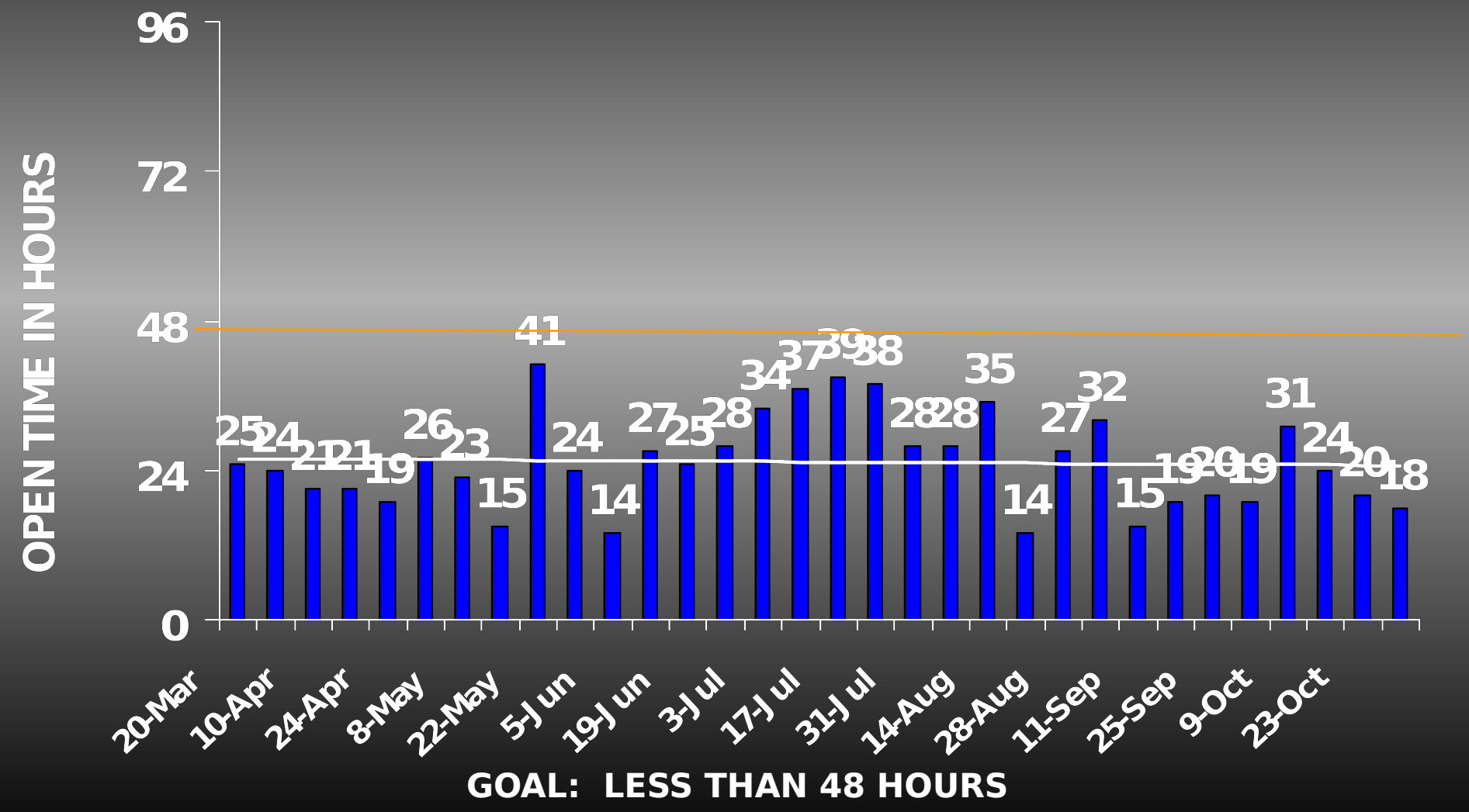
Average Resolution Time
24 – 30 Oct 03



GOAL: LESS THAN 48 HOURS

SRweb ISSUES

Average Resolution Time (Trend)



AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR SUSPENSE
AS OF 30 Oct 03